

**Agent is unable to retrieve a call put on hold**

<b>Problem Summary</b>	After placing a call on hold, the agent is unable to retrieve the call. Once the call is hung up, the agent state is still On Hold. Exiting and restarting Agent Desktop does not fix the issue.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The agent's phone is not correctly associated with the correct JTAPI user in Unified CM Administration. The agent phone should be associated with the peripheral gateway JTAPI user. The IP IVR JTAPI user should be associated with the CTI ports corresponding to the virtual ports on the IP IVR. Each of these device categories is distinct. A device cannot belong to more than one category.
<b>Recommended Action</b>	Associate the agent phone with the peripheral gateway JTAPI user.
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.